

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**IT MANAGER SENIOR**  
**Supporting the Community, Resource, Development and Regulation Domain**

**Job Summary:** Under direction of the Community, Resource, Development and Regulation Business Domain Director within Strategic Technology Solutions, is responsible for building and leading a team of IT professionals that will focus on application development, maintenance and support for CRDR customer agencies, as well as be the central point of contact for TDFI IT needs.

**Responsibilities:**

- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans and approving time worked and time off using the State's system
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies
- Recruit, build and maintain of team of application support professionals
- Focus on service operations by developing innovative solutions that enhance our customer's ability to provide business services
- Will be responsible for managing the support of all applications maintained for agency customers including cloud and custom developed applications
- Develop and maintain a disaster recovery strategy that adheres to the State's requirements
- Collaborate with the State's Enterprise teams to support server administration, disaster recovery and service desk operations
- Collaborate with the State's Enterprise teams to respond to requests for service and access management
- Work with project managers to develop operation scope and resource allocation
- Cross train staff to ensure proper coverage over all functional team areas
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

**Minimum Qualifications:** Bachelor's degree in an IT related field and five years of IT management and supervisory experience. Relevant professional information technology experience may be substituted for the required degree.

- Must be knowledgeable about current technologies and trends
- Required five years of application support experience
- Prior experience managing a team of IT professionals
- Prior experience with individual performance management process
- Excellent interpersonal, written, and verbal communication skills
- Comfortable interacting with various levels of management and coworkers
- Excellent time management, organization, and prioritization skills

**Preferred Qualifications:**

- 10+ years of application support experience
- BS/MS in Computer Science (or equivalent)
- Experience managing budgets and resources
- Prior State government experience is a plus

**Knowledge, Skills, Abilities, Competencies:**

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- Decision Quality
- Customer Focus
- Total Work Systems
- Command Skills
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to [EIT.Resumes@tn.gov](mailto:EIT.Resumes@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*